Office of the United Nations

High Commissioner for Human Rights

Committee on the Rights of the Child  
Palais des Nations  
CH-1211 Geneva 10, Switzerland

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**Human Rights Council Resolution 52/8 on Promoting Human Rights and**

**The Sustainable Development Goals**

**About Us**

Axana Soltan is a Human-Rights Lawyer. She has received her law degree from The George Washington University School of Law, where she was selected as a GW Law Merit-Based Scholar. She has received her Doctor of Law (J.D.) with the highest distinction from the University of the District of Columbia School of Law. Previously, Axana has been named as one of the contenders for *USA Youth Observer 2019*, one of the finalists for *Most Outstanding Youth Delegate*, and selected as one of the finalists for *WFUNA Young Leader of the Year 2021*. Under President Obama’s Administration, her organization was selected as a certifiable foundation for the White House Presidential Service Award. Axana has also received the U.S. Congressional Recognition from U.S. Senator Mark Warner for demonstrating exemplary leadership, professional achievements, and community service in her state.

**Promoting Transparent and Efficient Public Service Delivery for Human Rights and Sustainable Development: A National Perspective**

In an era where the promotion and protection of human rights and the achievement of the Sustainable Development Goals (SDGs) have become global imperatives, the role of transparent, accountable, and efficient public service delivery cannot be overstated. The United Nations Human Rights Council, recognizing the pivotal significance of this intersection, has passed Resolution 52/8, calling for a comprehensive report on the impact of public service delivery on human rights and SDG attainment.

Public service delivery is integral to promoting human rights and achieving Sustainable Development Goals (SDGs). In our country, we have identified several challenges and implemented commendable practices to ensure accessible and efficient public services. However, certain obstacles, including corruption, non-take-up of services, and discrimination, continue to impede our progress.

In our region, both institutional and practical barriers pose significant challenges to public service delivery. Institutional hindrances, such as inadequate coordination among government departments and insufficient capacity building, lead to inefficiencies. Additionally, practical barriers like limited infrastructure and bureaucratic red tape restrict service accessibility, particularly for marginalized communities.

To address these challenges, we have adopted various practices. The implementation of digital platforms for service delivery has significantly improved accessibility, especially in remote areas. Inter-agency coordination mechanisms have enhanced inclusivity, and community empowerment initiatives have enabled more relevant and effective service provision.

Corruption remains a critical impediment to accessing public services, excluding individuals and households from their entitlements. It diverts resources from essential services, exacerbating inequality and marginalization. Strict anti-corruption measures, including transparent procurement processes and rigorous monitoring, are in place to curb these practices.

Approximately X% of eligible individuals and households do not benefit from entitled public services due to various barriers. Complex application procedures, lack of awareness, and bureaucratic harassment deter them from accessing these services. To reduce non-take-up, we emphasize public awareness campaigns and simplification of application processes, ensuring accessible and streamlined service delivery for all.

Our commitment to providing public services to vulnerable groups is unwavering. We acknowledge the unique challenges faced by persons living in poverty, women and girls, children and youth, ethnic minorities, persons with disabilities, indigenous peoples, migrants, and older persons. Our practices include targeted outreach programs, capacity building for service providers, and culturally sensitive service delivery mechanisms to ensure inclusivity and equity.

In our country, the digitalization of public services is gaining momentum, yet challenges persist. The digital divide, data security concerns, and technological limitations hinder universal access. To mitigate these challenges, we are implementing comprehensive digital literacy programs and robust cybersecurity measures to ensure transparent, accountable, and efficient service delivery for all citizens.

Private actors' participation in public service delivery is regulated and monitored through stringent frameworks and oversight mechanisms. Balancing public and private interests and preventing monopolistic tendencies remain significant challenges. Our regulatory oversight emphasizes transparent procurement processes and accountability standards to ensure fair and equitable service provision.

Our economic policies and strategies focus on increasing social spending, addressing structural discrimination, maximizing available resources, preventing corruption, and reallocating public expenditure. Comprehensive budget allocations prioritize essential services for vulnerable populations, ensuring equitable access for all. Additionally, stringent anti-corruption measures and transparent financial practices are in place to prevent illicit financial flows and ensure resource allocation for critical public services.

By addressing these challenges and implementing these practices, we are committed to promoting transparent, accountable, and efficient public service delivery, fostering the protection of human rights and the realization of the Sustainable Development Goals for all members of our society.